



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

May 27, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Jerry E. Powers *J. E. Powers*
Chief Probation Officer

SUBJECT: **PERFORMANCE REVIEW – SENTINEL OFFENDER SERVICES, LLC**

This is to provide you with a progress report of our ongoing review of Sentinel Offender Services, LLC for the PTS Electronic Monitoring (EM) Program.

Active Case Files

During the week of May 5, 2014, Pretrial Services Division (PTS) conducted a review of 43 (37%) of the 116 active cases at Sentinel's Branch Offices. Based on our review, 14 (33%) are being charged at a higher rate than specified by the sliding scale in the contract. Fifteen (35%) are paying at a lower rate. Of the 43, 2 (5%) also did not have income verification.

Case Documentation

We also conducted a review of participants' equipment functionality, including case documentation. Out of the 43 cases, there were no significant concerns regarding equipment functionality but 12 (28%) lack documentation.

Participant Complaints

During this week, we also completed a random compliance check of 37 (32%) active participants. Of these, 31 (84%) were successfully contacted. Of those contacted, 28 (90%) did not report any complaints and 3 (10%) raised a few concerns (i.e., bracelet, equipment issue, schedule too restrictive). With the exception of the schedule being restrictive, Sentinel addressed and resolved the two former concerns promptly.

Phone Contact

From the group of 37 active participants, we also determined that 31 (84%) participants were in compliance with their schedule and 6 (16%) were not in compliance (unable to reach at home). Of the non-compliant, 4 (11%) were at home based on their activity reports but did not answer their phones and 2 (5%) were contacted but their spouses answered

their phones while at work. Both spouses stated that the participants were at home (after cross-referencing their activity reports, one was not at home and one was home).

Abscond Report

On May 12, 2014, we conducted a review of all participants listed on Sentinel's Abscond Report for April 10, 2014 to May 9, 2014. The report contained 7 names. Of these, 5 (71%) were appropriately reported by Sentinel and 2 (29%) were identified as not meeting the abscond reporting protocol. According to the Contract, abscond notice must be faxed to Probation by 11:00 a.m., the next business day. One abscond notice was 2 hours and 26 minutes late while the other notice was received 2 days later.

Non-Compliance Report

On May 12, 2014, we conducted a review of all participants listed on Sentinel's Non-Compliance Report for April 10, 2014 to May 9, 2014. The report contained 26 names. Of these, 21 (81%) were in compliance and 5 (19%) did not conform to the reporting requirements. The 5 identified as non-compliant were not entered in the Sentinel database by 5:00 p.m., the next business day. The notification was entered between 1 to 4 days later.

Meeting with Sentinel

On May 14, 2014, we met with Sentinel to discuss the results of our April 2014 review. Sentinel informed us that appropriate actions are being taken to correct and prevent issues regarding equipment and monitoring, case management, participant fee and count discrepancies. On May 22, 2014, Sentinel also indicated that all participant fee issues will be corrected by May 30, 2014.

Summary

Based on our review, Sentinel has taken corrective measures to prevent equipment and tamper alert issues. However, there is still significant room for improvement regarding case documentation and timely notification to Probation regarding Abscond and Non-Compliance Reports. We are continuing to work with Sentinel to resolve issues.

Please contact me if you have any questions or need additional information, or your staff may contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

- c: William T Fujioka, Chief Executive Officer
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